FAQs
Frequently Asked Questions
Real Estate Board EAGLES Migration

WHY ARE ONLINE SERVICES UNAVAILABLE?

- Online Services are unavailable until Wednesday, February 27, as real estate records are migrated to a new DPOR computer system.

- The system improvements are part of a multi-phase, agency-wide project (named EAGLES) designed to offer all licensees the ability to do more online.

WHY IS MY EDUCATION NOT SHOWING UP CORRECTLY ON LICENSE LOOKUP?

- License Lookup—including education credit reporting—will remain available for *viewing* during migration, but **will not be updated** until Wednesday, February 27.

WHY IS THE REAL ESTATE BOARD MIGRATING TO A NEW SYSTEM?

- The Real Estate section is part of the third phase of moving all DPOR regulatory programs to the new EAGLES system. Our data must be moved from an unsupported, extinct database application to a sustainable system able to provide modern services.

- We are able to benefit from the lessons learned from earlier conversion phases, and hope the impact on customers is minimized.

- The new system will offer an enhanced online renewal service that allows you to view more of your record—including detailed information about education you have completed and any credits still required. You also will be able to view all the real estate agents affiliated with a firm at-a-glance.

- In the future, the new system will provide self-service options so you will be able to maintain more of your own record. This will relieve staff of manual entry, freeing up resources to provide other customer service, and improve efficiency. The new system also provides management with improved tools for tracking applications and employee performance.

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WHAT'S WITH THE NEW FORMS?

- We developed new, clearer forms to help reduce the number of incomplete applications. The revised forms also will help our finance section enter money more accurately into the new computer system.

- Old versions of forms and applications **cannot be accepted** for processing. Please be sure to use the most recent versions available on our website.

HOW LONG WILL IT TAKE TO PROCESS MY APPLICATION?

- Our goal is to process all complete applications within 20 business days. We process work in the order it is received.

- Incomplete applications require us to send a letter notifying the applicant of what is missing. Once the missing information is received and the application is complete, processing may take another 20 days.

- We are doing everything in our power to process work accurately as quickly as possible. We apologize for any inconvenience.

CAN I FAX IN MY FORM?
WHAT IF I "OVERNIGHT" MY APPLICATION OR DROP IT OFF?
WILL THAT HELP?

- We must receive original submissions—either a signed form or an electronic signature—so faxes are not acceptable.

- Applications are processed in the order they are received. The sooner your application arrives at the office—whether by regular mail, next-day air, or in person—the sooner it will be processed.

WHAT CAN I DO TO GET MY APPLICATION PROCESSED SOONER?

- Other than **making sure your application is complete**, nothing else will speed up the processing, as we take up work in the order it is received.

WHAT IF MY LICENSE EXPIRES AT THE END OF FEBRUARY?

- Board regulations allow a 30-day grace period to renew a license without penalty. The grace period is not a license extension, however, but only additional time to complete education requirements and submit payment.

- If you complete your education requirements during the system downtime at the end of February, but the computer migration prevents the school from submitting verification by February 28, **you are still allowed to practice real estate**.

- We are committed to ensuring that any delays resulting from the system conversion will not unfairly penalize licensees.

IF THE NEW SYSTEM IS AN IMPROVEMENT, WHY IS PROCESSING LONGER?

- The new system will allow you to do more, as noted above—but first requires staff to enter more information, and do so in different ways than with the old database.

- From DPOR's experience with the first two phases of EAGLES, we expect staff to become acclimated to the new system in 30-45 days.

- We understand the longer processing time is an inconvenience and even at times a hardship for applicants and licensees. We are hiring additional part-time staff to help during the transition period to try and minimize any negative impact on customers.

- As staff gets used to working in the new system, we expect processing time to shorten from our initial goal of 20 business days.

HELP! I'M HAVING PROBLEMS RENEWING ONLINE.

- Specially-trained staff can walk you through the new process. These employees are available to help with the computer system, but are not subject matter experts on real estate licensure.

- Licensing specialists are always available to help with questions about licensing and education requirements.